System Coordination Office's "Best Management Practices" For IT Projects Incorporating Electronic Government

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Version 1.0

United States Department of Interior
Bureau of Land Management
System Coordination Office
WO-570D
Denver Federal Center
Denver, Colorado 80225

Change Log

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1.0 Purpose

This document provides project managers with uniform requirements and specific instructions relating to IT projects that incorporate electronic government capabilities for specific phases and stages of the project. These existing guidelines may change as experience is gained and the process undergoes continuous process improvement.

The System Coordination Office, (SCO) WO-570D, has developed a set of "best management practices" that provide project managers with guidance improving overall project management within the Bureau. This guide is part of the overall set.

2.0 Applicability

These guidelines apply to all IT projects incorporating electronic government capabilities.

3.0 Management Objective

The objective is to establish a standardized, repeatable process for incorporating electronic government capabilities in to IT projects. This includes meeting the requirements of the Government Paperwork Elimination Act, The President's Management Agenda, and guidance issued by the Bureau Electronic Government Program and the SCO.

4.0 Phase and Stage Requirements for Projects

4.1 Select Phase – Investment Proposal Stage

Contact the Program Manager, Electronic Government Program, to obtain concurrence concerning the necessity for the electronic government capabilities of your project, and to receive guidance on business process metrics that need to be collected and documented in successive phases and stages of the project lifecycle. This contact should be documented in the investment proposal.

4.2 Select Phase - Business Case Development Stage

1. If the project involves electronic commerce, the IRM Advisor, WO-800, must be contacted to coordinate for providing for recording of receipts in the Collections and Billing System (CBS). This contact should be documented in the business case.

2. If the proposed project involves providing information to, or receiving information from, the public via a website or web portal, the project should be coordinated with the Project Manager, Enterprise Information Portal. This contact should be documented in the business case.

3. If the proposed project involves receiving new information from the public, the project should coordinate with the Bureau Records Administrator to ensure that appropriate information collection budget documentation is supplied to the Office of Management and Budget and appropriate public notice is given. This coordination should be documented in the business case.

4. Identify the cost and benefits of providing electronic government capabilities in the Return on Investment (ROI) calculations. Ensure that public savings, e.g., time and travel reduced or eliminated, are included as benefits within the ROI calculations.

5. The business case should address how the proposed project will meet the following electronic government project selection criteria. All electronic government projects will be ranked and evaluated as to how well the project will meet against these criteria as part of the technical review of the business case (see *E-Government Draft Ranking Criteria*):

   - Degree to which project is integrated with cross-agency service delivery

   - Degree to which project implements productivity improvements in: customer relationship management, supply chain management, enterprise resource management, and knowledge management;

   - Degree to which project is aligned with DOI E-Gov efforts, especially Geospatial Information One-Stop (see *A Plan For Citizen-Centered Governance*);

   - Degree to which project is aligned with Government-wide President's Management Council (PMC) approved projects (the "Quicksilver" projects, see *E-Government Strategy*);

   - Degree to which project benefits Government to Business, Government to Citizen, or Government to Government efforts;

   - Amount of internal efficiencies (savings) obtained in the Bureau;

   - Number of transactions project is to address;

   - Ranking in citizen or business expressed priority;

   - Degree to which back office re-engineering has/will be accomplished to support E-Gov;

   - Degree to which project consolidates and promotes consistent service delivery across states (one face to public);

   - And degree to which project consolidates and promotes consistent service delivery across programs (one face to public).

The project manger should coordinate with the SCO to ensure that alignment of the project to these criteria is addressed in the Business Case

4.3   Select Phase – Acquisition Plan Development Stage

The acquisition plan must provide for acquiring any additional infrastructure required to support electronic government aspects of the proposed project.

4.4   Control Phase - Project Definition Stage

The security plan for the project must describe what level of security will be applied to transactions conducted electronically outside of the Bureau and how that level of security will be maintained.

4.5   Control Phase - Project Design Stage

Projects that will provide regulatory requirements information though the BusinessLaw.gov government wide portal should follow the navigation design and transaction engine processing best practices prescribed by the Small Business Administration (see *Navigation Design And Transaction Engine Processing Best Practices*).

4.6   Control Phase – User/Systems Acceptance Testing Stage

Security testing should include testing to determine the capability for both appropriate and inappropriate (illegal) external access.

4.7   Evaluate Phase - Operations and Maintenance Stage

The project should document its impact on the Bureau's effectiveness including documenting improvements in the pre-project metrics collected in the business case development stage.

5.0   Roles and Responsibilities

Electronic Government Program (WO-830)
    Responsible for planning, leading, and coordinating BLM-wide strategic efforts in electronic government activities and electronic commerce applications for all offices of the Bureau.

System Coordination Office (WO-570D):
    Will evaluate Bureau wide projects and investments as it relates to the established requirements. Will coordinate with the Electronic Government Program and/or the Bureau Architecture Team.

Project Manager:
>Responsible for insuring all required information is submitted to the Electronic Government Program and the System Coordination Office.

Glossary

Electronic Government - E-Government is the totality of conducting the business of the government electronically.

Electronic Commerce - E-Commerce specifically concerns the buying and selling of goods and services, and the transfer of funds, through digital communications.

References

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